



Download GSAFleet2Go Now!



GSAFleet2Go is FOR OFFICIAL USE ONLY. Be aware of the dangers posed by distracted driving and follow state and local traffic laws. Follow agency guidance on use of wireless phones while driving a U.S. Government Vehicle. See FMR Bulletin B-2, Wireless Phone Use in U.S. Government Vehicles.

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About GSAFleet2Go 1.1

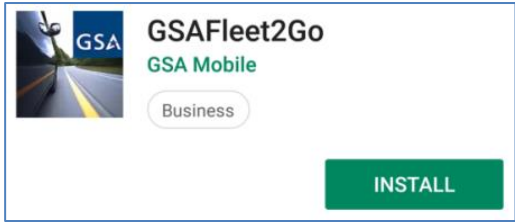

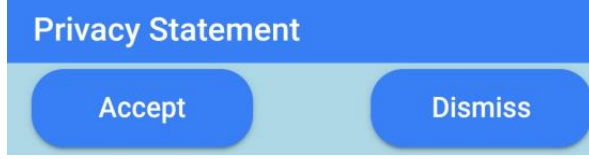
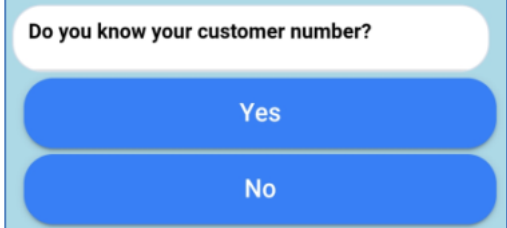
Welcome to GSAFleet2Go 1.1, a mobile application tool for drivers of GSA Fleet leased vehicles. Agency fleet managers and drivers can look up information on their GSA Fleet vehicles such as when to schedule routine maintenance, important safety recalls, vehicle ID cards, search for nearby repair locations, and now you can have drivers report accidents easily using GSAFleet2Go's step-by-step guide.

GSAFleet2Go is available on Android and iOS devices. Search for "GSAFleet2Go" in Google's Play Store or Apple's App Store to download the free app.

For questions about GSAFleet2Go, please email GSAFleet2Go@gsa.gov.

Setup your account

In order to use the GSA Fleet2Go app, you must follow these steps to complete the registration process.

| | |
|--|--|
| 1. Download GSAFleet2Go from Apple's App Store or Google's Play Store . |  The image shows the app store listing for GSA Fleet2Go. It features the GSA logo, the app name "GSAFleet2Go", the subtitle "GSA Mobile", a "Business" badge, and a green "INSTALL" button. |
| 2. Open the app, select "New user? Register here." |  The image shows a screen with a red button that says "New user? Register here." and a blue link that says "Forgot password?" below it. |
| 3. You must accept the in-app privacy notice to continue registering. <i>For more information on GSA's Privacy Policy, see section on Privacy of the user guide.</i> |  The image shows a "Privacy Statement" screen with two blue buttons: "Accept" and "Dismiss". |
| 4. Select whether you have a GSA Fleet Customer Number. |  The image shows a screen with the question "Do you know your customer number?" and two blue buttons: "Yes" and "No". |

5. If you selected “Yes”, you must enter:

- Assigned GSA Fleet customer number
- GSA vehicle tag
- Government **OR** personal email address

If you selected “No”, you must enter:

- GSA vehicle tag
- Government email address

6. Create and confirm a secure password.

- *No less than 12 characters long*
- *1 capital letter*
- *1 lower case letter,*
- *1 number*
- *1 special character*
- *Must not contain first or last name*
- *Cannot match any of the 24 prior passwords*

The top screenshot shows a form titled "Customer Number Registrati...". It has a blue header with a back arrow. Below the header are five input fields: "Customer number", "Email", "Password", "Confirm password", and "Tag". The "Tag" field has a dropdown menu with "G" selected. The bottom screenshot shows a form titled "Email Registration". It also has a blue header with a back arrow. Below the header are four input fields: "Email", "Password", "Confirm password", and "Tag". The "Tag" field has a dropdown menu with "G" selected.

7. Enter your profile information:

- *Full Name*
- *Organization/Division*
- *City*
- *State*
- *Zip Code*

8. Establish a recovery question and answer in case you forget your password.

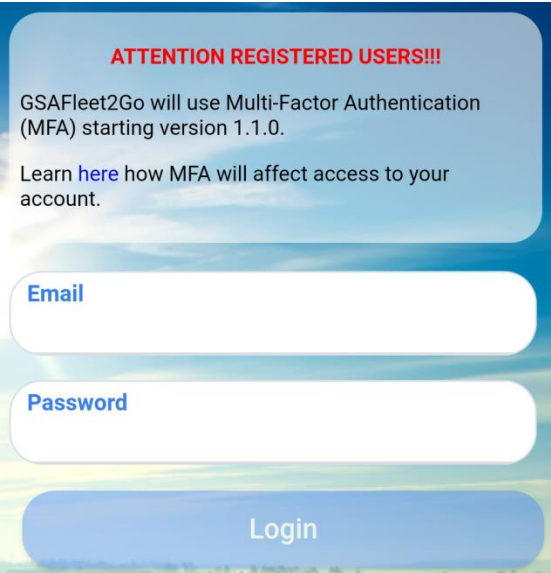
9. Setup notifications to receive updates when your vehicle’s service is due or a recall is issued

The screenshot shows a form with the following fields: "First Name", "Last Name", "Organization/Division", "City", "State" (with a dropdown arrow), "Zip", "Recovery question" (with a dropdown arrow), "Answer", and two checkboxes at the bottom: "Allow Email Notification" and "Allow Push Notification".

Login to verify your email

1. Open the GSAFleet2Go app and login with your email and password.

Note: All accounts that are inactive for longer than 90 days will require a password reset. You will be notified via email when you are nearing 90 days of inactivity.



The login screen features a blue header with the text "ATTENTION REGISTERED USERS!!!". Below this, it states "GSAFleet2Go will use Multi-Factor Authentication (MFA) starting version 1.1.0." and provides a link to learn more. The main form consists of two input fields labeled "Email" and "Password", followed by a blue "Login" button. The background is a scenic landscape with a blue sky and green hills.

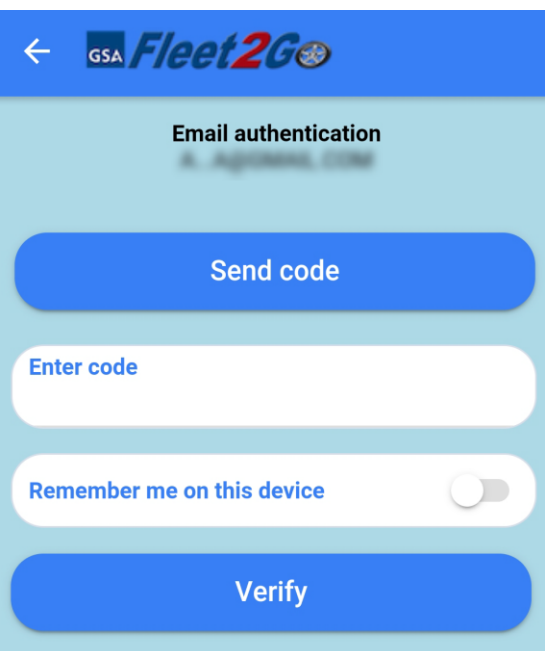
2. You must select 'Send email' to have the app send you a 6-digit passcode..

You must verify your email after you login for the first time on your device.

3. Enter the 6 digit passcode that was emailed to you after you registered.



You can have the app remember your device for ease of use when returning.



The email authentication screen has a blue header with the GSA Fleet2Go logo. The title "Email authentication" is displayed. Below the title is a blue "Send code" button. Underneath is an input field labeled "Enter code". Below the input field is a toggle switch labeled "Remember me on this device". At the bottom is a blue "Verify" button. The background is a light blue gradient.

For instructions on how to reset your password, see [Forgot Password](#) of the user guide.

Managing your account

Account locked

In accordance with GSA cybersecurity policies, all accounts that are inactive for longer than 90 days will require a password reset. You will be notified via email when you are nearing 90 days of inactivity.

If your GSAFleet2Go account is locked, follow the instructions to reset your password under [Forgot password](#).

Forgot password

If you forgot your password, you can reset it from login page by entering your email and then selecting the link, 'Forgot Password'. Once you answer the security question, directed to change your password and then asked to re-verify your email.

Passwords must be made up of:

- A least 12 characters long
- 1 upper and lower letter,
- 1 number
- 1 special character
- Must not contain first or last name
- Cannot be any of the 24 prior passwords



Change password


If you need to change your password, go to your profile and select 'Change Password' at the bottom of the screen. You need to answer the security question you saved to your profile.

A screenshot of the 'Forgot Password' screen in the GSAFleet2Go app. The screen has a blue header with a back arrow, the title 'Forgot Password', and a home icon. Below the header are three input fields: 'User ID' (containing a blurred email address), 'Question' (containing the text 'What was your grandmother's favorite desse'), and 'Answer'. The fields have green borders and are set against a light blue background.A screenshot of the 'Reset Password' screen in the GSAFleet2Go app. The screen has a blue header with a back arrow, the title 'Reset Password', and a home icon. Below the header are three input fields: 'User ID' (containing a blurred email address), 'Password', and 'Confirm Password'. At the bottom is a large blue 'Submit' button and a link for 'Password Rules'. The fields have green borders and are set against a light blue background.


If you do not remember the answer to the security question, the only way to recover your account is to email gsafleet2go@gsa.gov and request that your account be reset. This will delete all the vehicles you saved to your profile. After which, you must re-registration in the mobile app again. See [Setup your account](#) for further information on how to re-register.

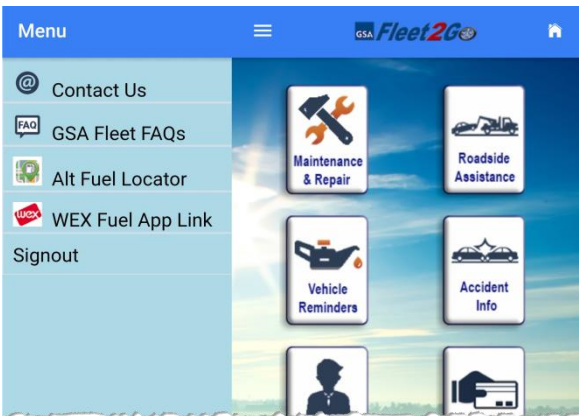
Navigating the app

Dashboard

App features and vehicle information can be accessed tapping the Home icon  in the upper right corner.

Side navigation pane

Select the Options icon  in the upper left corner of the Dashboard OR swipe from the left side of the phone screen.



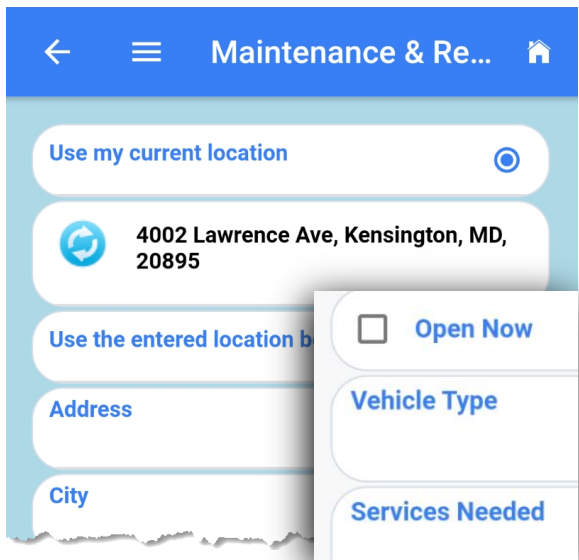
Maintenance & repair

You can search for nearby repair facilities that are already registered with GSA Fleet based on your phone's location, or you can manually enter a location of your choice.

By default, vendors are order by proximity to your entered location.

You can filter the list of businesses by vehicle type or services provided - oil changes, glass, or tires.

Once you select the vendor, the app will give you directions to the vendor's location.

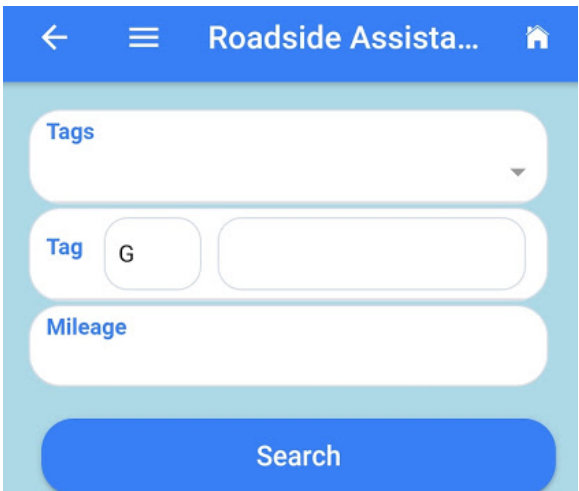


Roadside assistance

If you experience a mechanical breakdown, you can find towing services for your vehicle.

To call a tow-truck, from the drop-down, select a previously stored tag or enter a tag below.

The app will direct you to the correct phone number to call to get a tow for your vehicle.



Vehicle reminders

You can find important information about your vehicle, such as your next oil change or if there's a recall.


If you have any vehicles saved to your profile, they will automatically appear. You can enter a tag not already saved to your profile.



Enable push notifications under [Profile](#) to get notified of safety recalls and maintenance reminders.


GloveBox

You can view your vehicle's ID cards (registration and insurance card) or send a copy using your email.

1. Select or enter the tag of the vehicle you are reporting on.
2. Tap on the Search icon  to view each vehicle ID.



Rotate the screen to landscape mode for best experience.

3. To email a copy as an attachment, select the Share icon  in the upper right corner of the screen

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US GOVERNMENT VEHICLE INFORMATION

This Federal vehicle is registered in the Federal Motor Vehicle Registration System (FMVRS). The information below is extracted from the FMVRS vehicle record. Law enforcement agencies can validate this information through the National Law Enforcement Telecommunications System (NLETS). To perform a Registration Query (RQ) on a Federal government vehicle or license plate, the state designation code is '05' followed by the VIN or license plate number.

Title 41 - Public Contracts and Property Management

Pursuant to 41 CFR 102-34.120, if a Government motor vehicle displays U.S. Government license plates and motor vehicle identification it need not be registered in the jurisdiction where it is operated; however, it must be registered in the Federal Government Vehicle Registration System

| Agency/Bureau/Office | | | | |
|---|-----------|-----------------|-------|---------|
| General Services Administration/Office of the Chief Financial Officer | | | | |
| VIN | Plate | Expiration Date | | |
| 3FADP0L39B253295 | G10-0010L | 2019-03 | | |
| Make | Model | Year | Color | Fuel |
| FORD MOTOR CO. | FUSION | 2011 | DGY | GAS HY. |

Date Printed : Mon Jul 29 2019 17:30:59 GMT-0400 (Eastern Daylight Time)



Accident info

In case of an accident, you can find helpful information, including a guide on how to report an accident, request a tow, and some frequently asked questions (FAQs).

Here are step-by-step instructions on how to start, fill out and submit an accident report. Takes approximately 15 minutes to complete.

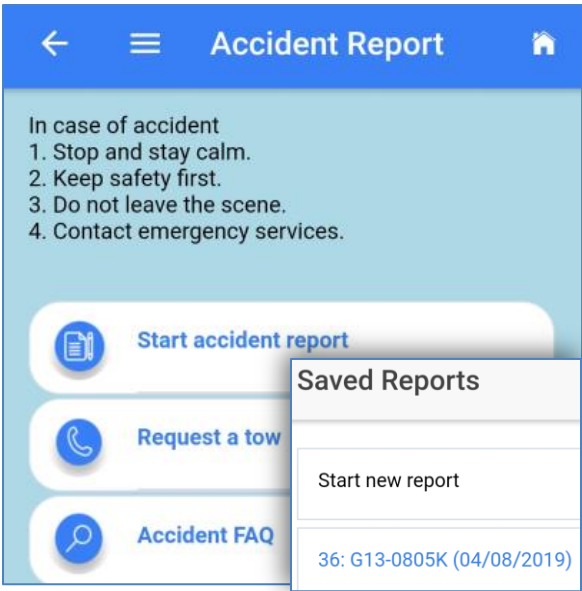
Report an accident

- 1. Select “Start Accident Report”.



Any unfinished reports are saved and can be accessed from this screen for up to 90 days.

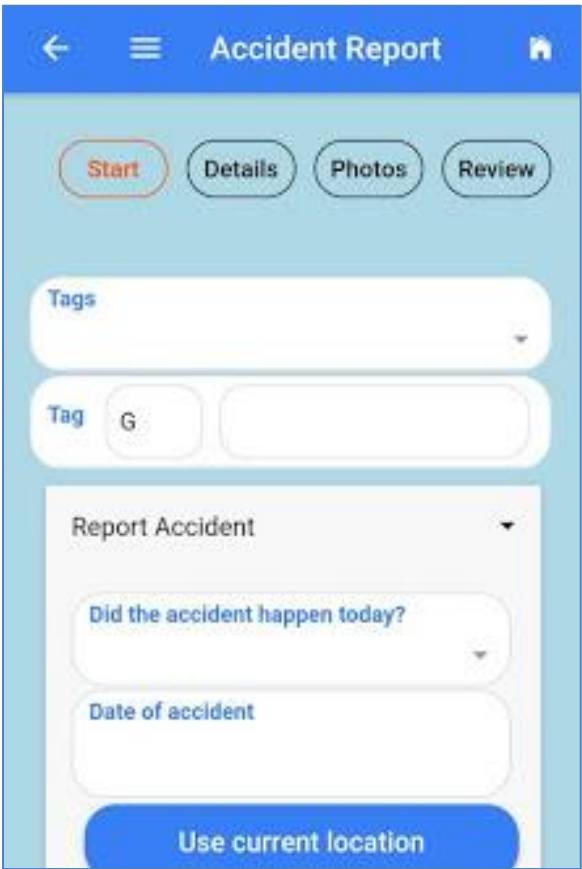
- 2. You can select a previously saved report or, to start a new report, select “Start New Report”.



- 3. Select or enter the tag of the vehicle you are reporting on.

- 4. Provide background information on the accident. This includes date, time, and location of the accident, as well as information on the vehicles involved in the accident. If you cannot obtain any data, you can skip the field and complete it at a later time.

- 5. Once you are finished with the Start section, select “Save” at the bottom to continue to the next section where you will be asked to add more details.



Details

The Details section is broken into 4 sub-sections: Vehicle Damage; Non-vehicle Damage; Police/Citations; and Witnesses. Please complete each sub-section to the best of your ability.

You can select “Save” at any time and continue to the next section.

Photos

Photos of all vehicles involved in the accident should be saved under the Photos section.

Please upload each photo as it corresponds to the sample photo. You can upload previously saved pictures your phone’s gallery or capture a new photo using the app.

Photos of GSA vehicles should be entered in the “Photos of GOV.” All other photos should be entered under “Photos of Other Vehicle.”

Submission

On the Submission page you can review your report to ensure accuracy. If changes are required, simply navigate back to the section where changes are required.

When you are ready to submit your report, click ‘**Submit**’ at the bottom of the page.

If you submit the report, you’ll get an email with a copy of the answers you provided.



This email should be saved in your records and can be used to populate a [SF-91](#) form.

Alternative fuel locator

The Alternative Fuel Locator finds AFV fueling sites,



WEX Fuel App Link

GSAFleet2Go links to WEX's online platform, where you may search for WEX accepting fuel locations nearby.



Privacy

The GSAFleet2Go mobile app provides timely, fleet-relevant information from sources that would not otherwise be available to fleet customers: Fleet Service Representatives and Fleet Maintenance Center contact information, fueling and maintenance locations, manufacturer warranty service information and allows users to report vehicle-related information about their leased GSA Fleet vehicles.

Information collected

To access the app you must provide a government email address or your assigned GSA Fleet customer number and non-government email Address, license plate number, and create a password.

Once registered, you can use the app to report: email addresses, phone numbers, driver and witness names, photos of vehicles, Vehicle Identification Number (VIN), license plates, addresses, GPS Location, insurance policy documents, driver's license state, and driver's license number.

Uses of information

This app passes reported data to a GSA Accident Management Specialist, who will initiate a case. GSA will use the reported accident and damage information to conduct an inspection and file claims with insurance providers.

Information sharing

The GSAFleet2Go Mobile App does not share information external to GSA. Report information is reviewed by an Accident Management Specialist who may share the

information you provide when conducting inspections and filing claims, for example with local police and insurance providers.

Application security

GSA strives to maintain the privacy and security of the information you report. The GSAFleet2Go mobile app complies with Apple App Store and Google Play Store security standards. Additionally, the application is reviewed by the GSA Office of the Chief Information Officer to assess its security and privacy: [Privacy Impact Assessment \(PIA\)](#).

How to access or correct your information

You can correct the data you enter into the GSAFleet2Go Mobile App at any time. Any questions should be directed to the [GSA Fleet Service Representative \(FSR\)](#), the single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experienced during the use of their leased GSA Fleet vehicle.

Analytics tools

GSA collects aggregated information related to app usage in order to better understand how the app is being used and how to make it more helpful. These analyses do not track individual users but instead aggregate the information.

Privacy policy contact information

The use of this mobile app is voluntary. Anyone not wishing to use this app must report the details of collisions directly to GSA to initiate vehicle repairs in accordance with [41 CFR § 102-34.295](#).

GSA Privacy Policy is available at: www.gsa.gov/reference/gsa-privacy-program/privacy-policy-and-procedures-guide

Contact us

Thank you for downloading the GSAFleet2Go!

The GSAFleet2Go mobile application was designed to best meet our customers' diverse fleet needs. That is why we want to hear from you!

You can use 'Contact Us' found the home screen of the app to provide feedback, new ideas, or request technical support. Any technical support requests will be promptly addressed by our technical staff.

You can also reach out directly to our support inbox: gsafleet2go@gsa.gov.

Frequently asked questions

1) How do I download GSAFleet2Go to my device?

GSAFleet2Go works with Android and iOS devices. Android users should search for “GSAFleet2Go” in Google Play. iPhone users should search for “GSAFleet2Go” in Apple’s App Store. Once you have downloaded the application, follow the instructions in the User Guide to register your account, confirm your government email account, and build your profile. If you don’t complete your profile, you won’t be able to login to the app.

2) I can’t login to GSAFleet2Go, what do I do?

If you have registered your account, but can’t remember your password, use “Forgot Password” to reset your password using security questions. If both your password and the security questions don’t work, you most likely did not complete your profile when you registered for the app. In this case, you must re-register as a new user with the app and remember to confirm your email. If none of these options work, email gsafleet2go@gsa.gov for assistance.

3) Does GSAFleet2Go work on personal devices?

Yes. While the app is exclusively for government business, it may be downloaded on either a personal or government-issued device.

4) My Government email does not end in ‘.GOV’, can I still use the app?

GSAFleet2Go accepts government emails ending with MIL, EDU, and GOV. You can register with a personal email but must also provide a customer number and vehicle tag.

5) I manage a large fleet. Why can I only register 10 vehicles to my profile?

GSAFleet2Go is a tool designed for drivers of GSA Fleet vehicles rather than fleet managers. The web-based GSA Fleet Drive-thru platform is designed for fleet managers. As both tools evolve, we anticipate adding functionalities to both platforms.

6) My local vendor is not listed on the Maintenance and Repair Module.

Please email your Fleet Service Representative (FSR) if a vendor in your area is missing from Maintenance & Repair.

7) I’m looking for FMS2Go. Is this FMS2Go?

No. This is GSAFleet2Go, a customer facing mobile application developed by GSA Fleet. FMS2Go is an internal GSA Fleet application, also available on the Google Play Store.